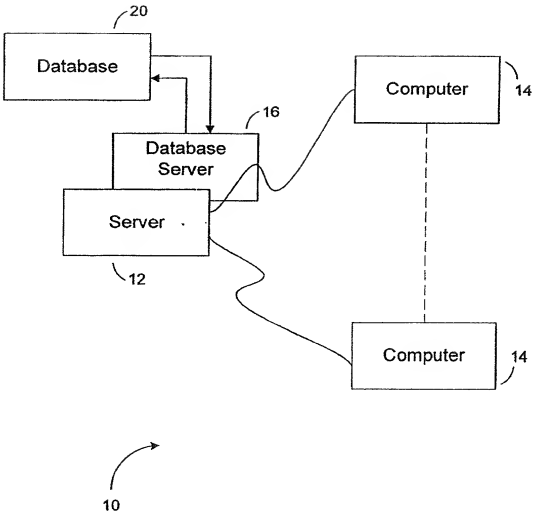
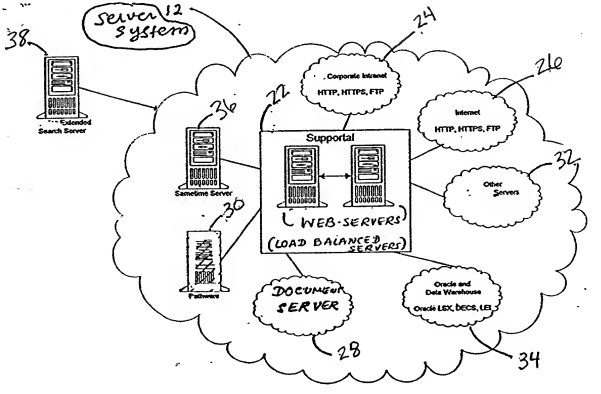

20
Database
Computer
14
16
Database
Server
Server
12
Computer
14
10

FIGURE 1

FIGURE 2


Server 12 System
38
Extended Search Server
24
Corporate Intranet
HTTP, HTTPS, FTP
26
Internet
HTTP, HTTPS, FTP
36
Sametime Server
22
Supportal
32
Other Servers
30
Fulfillment
WEB-SERVERS
(LOAD BALANCED SERVERS)
DOCUMENT SERVER
28
Oracle and Data Warehouse
Oracle LEX, bECS, LEI
34

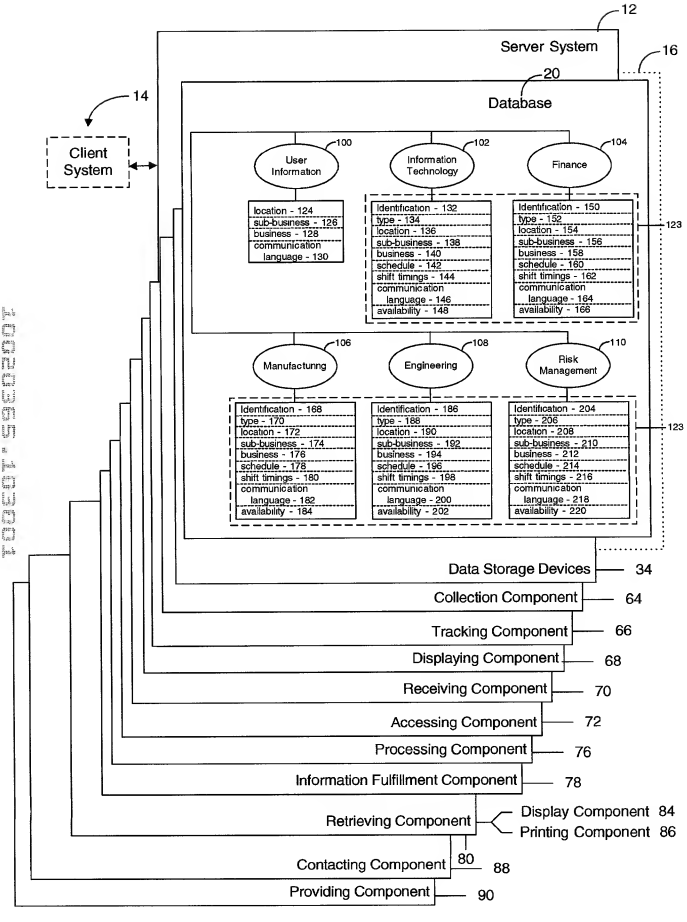

12
Server System
16
20
Database
14
Client System
100
User Information
102
Information Technology
104
Finance
location - 124
sub-business - 126
business - 128
communication language - 130
Identification - 132
type - 134
location - 136
sub-business - 138
business - 140
schedule - 142
shift timings - 144
communication language - 146
availability - 148
Identification - 150
type - 152
location - 154
sub-business - 156
business - 158
schedule - 160
shift timings - 162
communication language - 164
availability - 166
123
106
Manufacturing
108
Engineering
110
Risk Management
Identification - 168
type - 170
location - 172
sub-business - 174
business - 176
schedule - 178
shift timings - 180
communication language - 182
availability - 184
Identification - 186
type - 188
location - 190
sub-business - 192
business - 194
schedule - 196
shift timings - 198
communication language - 200
availability - 202
Identification - 204
type - 206
location - 208
sub-business - 210
business - 212
schedule - 214
shift timings - 216
communication language - 218
availability - 220
123
Data Storage Devices 34
Collection Component 64
Tracking Component 66
Displaying Component 68
Receiving Component 70
Accessing Component 72
Processing Component 76
Information Fulfillment Component 78
Retrieving Component
Display Component 84
Printing Component 86
80
Contacting Component 88
Providing Component 90

FIGURE 3A

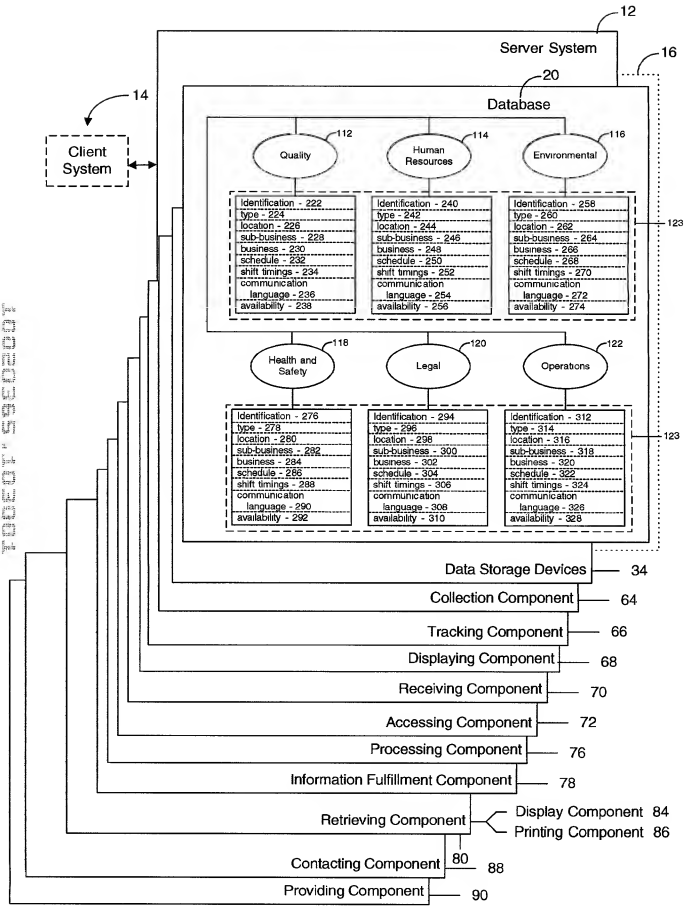

12
Server System
16
20
Database
14
Client System
112
Quality
114
Human Resources
116
Environmental
Identification - 222
type - 224
location - 226
sub-business - 228
business - 230
schedule - 232
shift timings - 234
communication language - 236
availability - 238
Identification - 240
type - 242
location - 244
sub-business - 246
business - 248
schedule - 250
shift timings - 252
communication language - 254
availability - 256
Identification - 258
type - 260
location - 262
sub-business - 264
business - 266
schedule - 268
shift timings - 270
communication language - 272
availability - 274
123
118
Health and Safety
120
Legal
122
Operations
Identification - 276
type - 278
location - 280
sub-business - 282
business - 284
schedule - 286
shift timings - 288
communication language - 290
availability - 292
Identification - 294
type - 296
location - 298
sub-business - 300
business - 302
schedule - 304
shift timings - 306
communication language - 308
availability - 310
Identification - 312
type - 314
location - 316
sub-business - 318
business - 320
schedule - 322
shift timings - 324
communication language - 326
availability - 328
123
Data Storage Devices 34
Collection Component 64
Tracking Component 66
Displaying Component 68
Receiving Component 70
Accessing Component 72
Processing Component 76
Information Fulfillment Component 78
Retrieving Component
Display Component 84
Printing Component 86
Contacting Component 80 88
Providing Component 90

FIGURE 3B

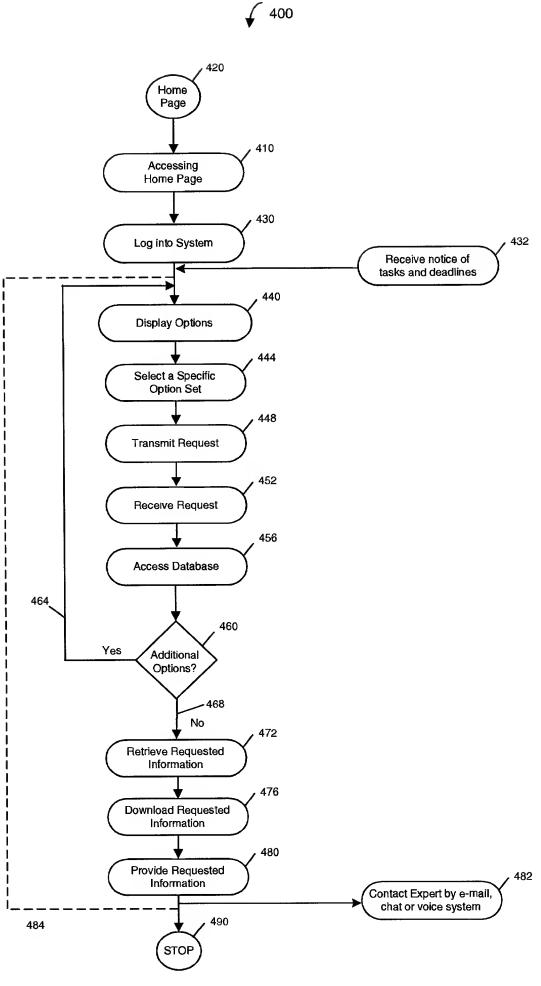
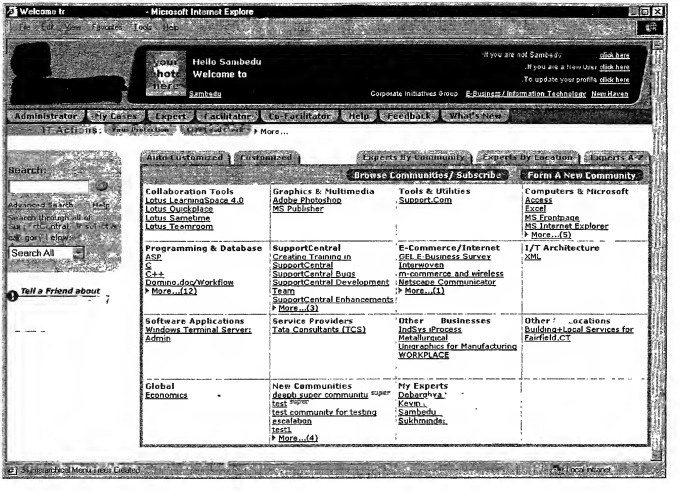

400
420
Home Page
410
Accessing Home Page
430
Log into System
432
Receive notice of tasks and deadlines
440
Display Options
444
Select a Specific Option Set
448
Transmit Request
452
Receive Request
456
Access Database
464
460
Yes
Additional Options?
468
No
472
Retrieve Requested Information
476
Download Requested Information
480
Provide Requested Information
482
Contact Expert by e-mail, chat or voice system
484
490
STOP

FIGURE 4


Welcome to
Microsoft Internet Explore
Hello Sambedu
Welcome to
Sambedu
If you are not Sambedu click here
If you are a new User click here
To update your profile click here
Corporate Initiatives Group
E-Business / Information Technology
New Haven
Administrator
My Cases
Expert
Facilitator
Co-Facilitator
Help
Feedback
What's New
IT Actions:
More...
Search:
Search All
Tell a Friend about
Browse Communities / Subscribe
Form A New Community
Collaboration Tools
Lotus LearningSpace 4.0
Lotus Quickplace
Lotus Sametime
Lotus Teamroom
Graphics & Multimedia
Adobe Photoshop
MS Publisher
Tools & Utilities
Support.Com
Computers & Microsoft
Access
Excel
MS Frontpage
MS Internet Explorer
More...(5)
Programming & Database
ASP
C
C++
Domino.doc/Workflow
More...(12)
SupportCentral
Creating Training in SupportCentral
SupportCentral Bugs
SupportCentral Development Team
SupportCentral Enhancements
More...(3)
E-Commerce/Internet
GEL E-Business Survey
Interwoven
m-commerce and wireless
Netscape Communicator
More...(1)
I/T Architecture
XML
Software Applications
Windows Terminal Server: Admin
Service Providers
Tata Consultants (TCS)
Other Businesses
IndSys iProcess
Metallurgical
Unorashos for Manufacturing
WORKPLACE
Other Locations
Buildings-Local Services for Fairfield,CT
Global
Economics
New Communities
deepb super communitu
test
test community for testing escalation
test1
More...(4)
My Experts
Debarshra
Kevin
Sambedu
Sukhmander

500

FIG. 5

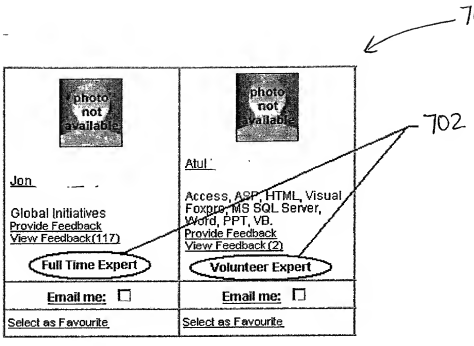

700
photo not available
Jon
Global Initiatives
Provide Feedback
View Feedback(117)
Full Time Expert
Email me:
Select as Favourite
photo not available
Atul
Access, ASP, HTML, Visual Foxpro, MS SQL Server, World, PPT, VB,
Provide Feedback
View Feedback (2)
Volunteer Expert
Email me:
Select as Favourite
702

FIG. 6.

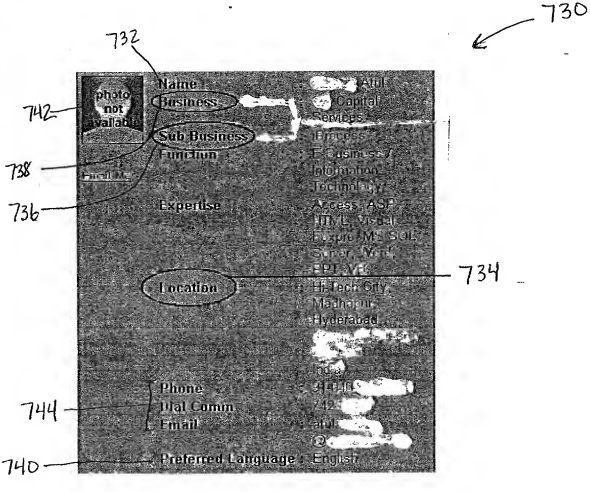

730
732
742
738
736
734
744
740
photo not available
Name
Business
Sub Business
Function
Expertise
Location
Phone
Dial Comin
Email
Preferred Language
English
Atul
Capital
Services
Finance
E-Business
Information
Technology
Access, ASP, HTML, Visual Foxpro, MS SQL Server, World, PPT, VB,
Hi Tech City
Madhapur
Hyderabad

FIG. 7

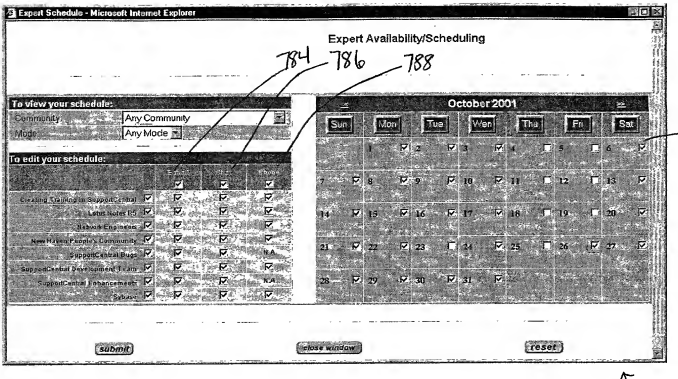


FIG. 8

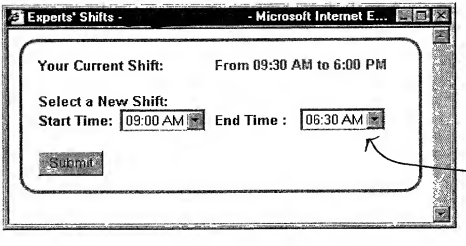
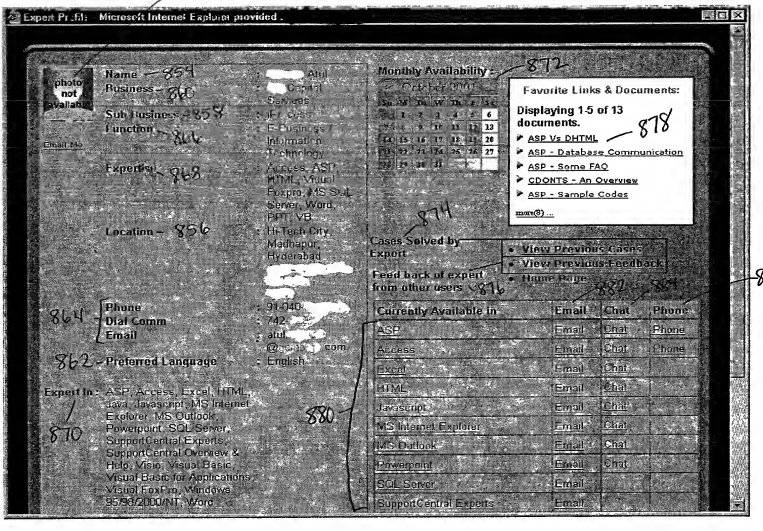


FIG. 9

Microsoft Exhibit


852
Expert Profile: Microsoft Internet Explorer provided
photo not available
Name - 854
Business - 860
Sub Business - 858
Function - 866
Expertise - 868
Location - 856
Phone
Dial Comm
Email
862 - Preferred Language
English
Expert In - 870
ASP, Access, Excel, HTML, Java, Javascript, MS Internet Explorer, MS Outlook, Powerpoint, SQL Server, SupportCentral Experts, SupportCentral Overview & Help, Visio, Visual Basic, Visual Basic for Applications, Visual FoxPro, Windows 95/98/2000/NT, Word
880
Monthly Availability - 872
Favorite Links & Documents:
Displaying 1-5 of 13 documents.
878
ASP Vs DHTML
ASP - Database Communication
ASP - Some FAQ
CDONTS - An Overview
ASP - Sample Codes
more(8) ...
874
Cases Solved by Expert
View Previous Cases
View Previous Feedback
Feed back of expert from other users - 876
882
884
886
Currently Available in
Email
Chat
Phone
ASP
Access
Excel
HTML
Javascript
MS Internet Explorer
MS Outlook
Powerpoint
SQL Server
SupportCentral Experts

850

FIG. 10

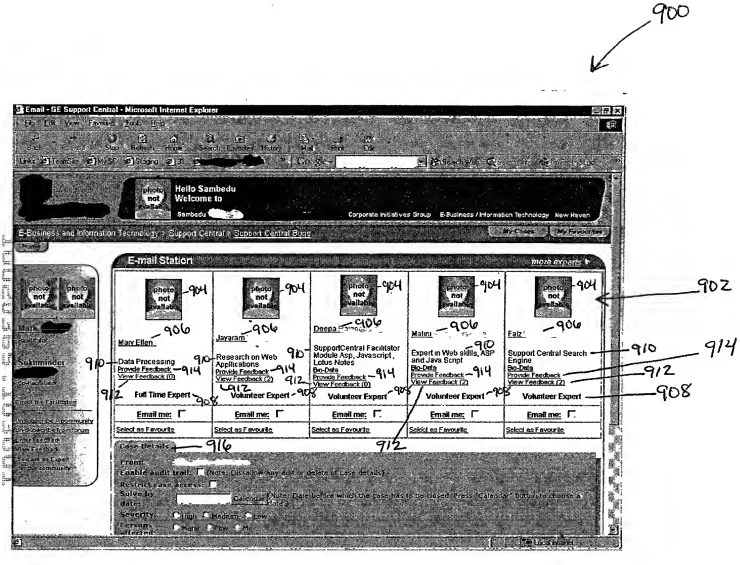

900
Email - GE Support Central - Microsoft Internet Explorer
Hello Sambedu
Welcome to
E-Business and Information Technology > Support Central > Support Central Page
E-mail Station
more experts
902
904
906
Mary Ellen
Jayaram
Deepa
Malini
Faiz
910
914
912
908
Data Processing
Research on Web Applications
SupportCentral Facilitator Module App, Javascript, Lotus Notes
Expert in Web skills, ASP and Java Script
Support Central Search Engine
Provide Feedback
View Feedback (0)
View Feedback (2)
Full Time Expert
Volunteer Expert
Email me:
Select as Favourite
916
Case details
Name
Gamble audit trail:
Restrict case access:
Subsidy date:
Severity
High
Moderate
Low

FIG. 11

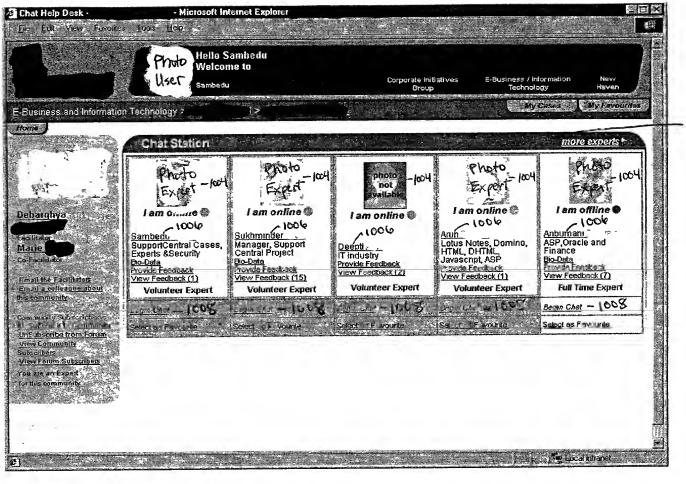
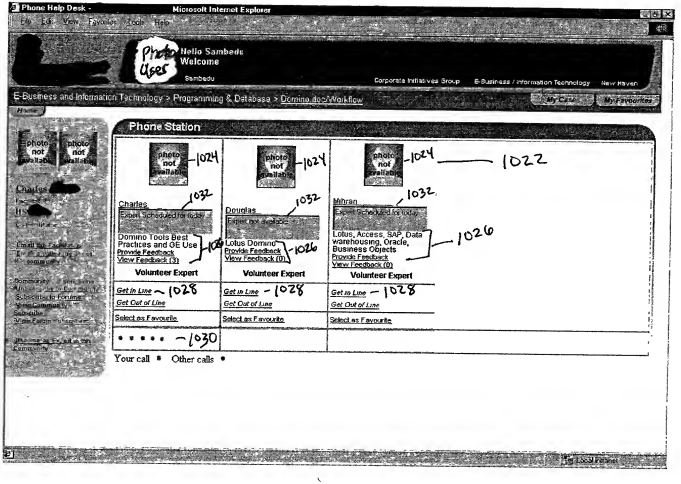

1000
Chat Help Desk - Microsoft Internet Explorer
Photo User
Hello Sambedu
Welcome to
Sambedu
Corporate Initiatives Group
E-Business / Information Technology
New Haven
E-Business and Information Technology ?
My Chats
My Favourites
1002
Home
Chat Station
more experts
Photo Expert
1004
I am online
I am offline
photo not available
1006
Sambedu
Support/Central Cases, Experts &Security
Bio-Data
Provide Feedback
View Feedback (1)
Volunteer Expert
Sukhminder
Manager, Support Central Project
Bio-Data
Provide Feedback
View Feedback (15)
Volunteer Expert
Deepti
IT Industry
Provide Feedback
View Feedback (2)
Volunteer Expert
Arun
Lotus Notes, Domino, HTML, DHTML, Javascript, ASP
Provide Feedback
View Feedback (1)
Volunteer Expert
Amardeep
ASP,Oracle and Finance
Bio-Data
Provide Feedback
View Feedback (2)
Full Time Expert
1008
Select as Favourite
Deharshna
Email the Facilitator
Send a note to/about this facilitator
View Community
Subscribe
View Forum Subscriptions
You are an Expert for this community
Local intranet

FIG. 12


Phone Help Desk - Microsoft Internet Explorer
Photo Users
Nello Sambedu
Welcome
Sambedu
Corporate Initiatives Group
E-Business / Information Technology
New Hires
E-Business and Information Technology > Programming & Database > Domino.doc?Workflow
Phone Station
photo not available
1024
1022
Charles
1032
Expert Scheduled to Today
Domino Tools Best Practices and OE Use
Provide Feedback
View Feedback (3)
1026
Volunteer Expert
Get in Line
1028
Get Out of Line
Select as Favourite
Douglas
Expert not scheduled
Lotus Domino
Provide Feedback
View Feedback (0)
Mihran
Expert Scheduled to Today
Lotus, Access, SAP, Data warehousing, Oracle, Business Objects
Provide Feedback
View Feedback (0)
1030
Your call
Other calls

1020

FIG. 13

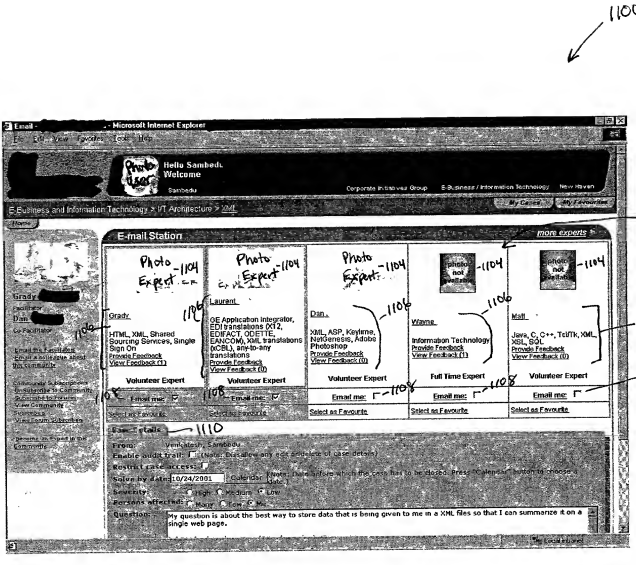

1100
1102
1104
1106
1108
1110
E-mail Station
more experts
Hello Sambedi,
Welcome
E-Business and Information Technology > IT Architecture > XML
Grady
Laurent
Dan
Wayne
Matt
Volunteer Expert
Full Time Expert
Email me:
Select as Favourite
Email this Feedback
Email a link to this page
Subscribe to Community
Unsubscribe to Community
Community Suggestions
Community Experts
From:
Enable audit trail:
Restrict case access:
Solve by date:
Severity:
Persons affected:
Question:
My question is about the best way to store data that is being given to me in a XML files so that I can summarize it on a single web page.

FIG. 14

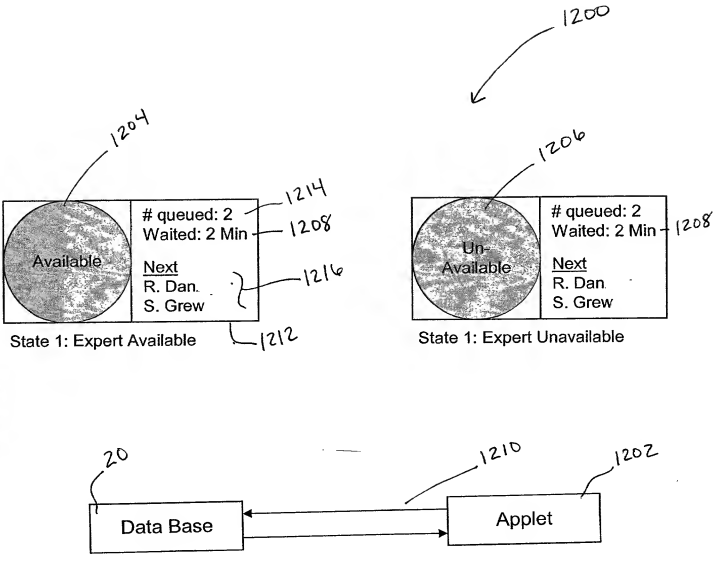

1200
1204
Available
queued: 2
Waited: 2 Min
Next
R. Dan.
S. Grew
1214
1208
1216
1212
State 1: Expert Available
1206
Un-
Available
queued: 2
Waited: 2 Min
Next
R. Dan.
S. Grew
1208
State 1: Expert Unavailable
20
Data Base
1210
Applet
1202

FIG. 15